

## **ADVISORY CIRCULAR**

AC No: 135-12A

Date: 3/28/91

Initiated by: AFS-250

**Subject:** PASSENGER SAFETY INFORMATION BRIEFING AND BRIEFING CARDS (FAR PART 135)

1. **PURPOSE.** This advisory circular (AC) provides information regarding items to be covered in oral passenger briefings and passenger briefing cards in air carrier operations conducted under Federal Aviation Regulations (FAR) Part 135. It must be emphasized that this AC diminishes neither the force nor the effect of the FAR. The regulations, of course, are always controlling. This document does not interpret the regulations; interpretations are issued only under established Federal Aviation Administration (FAA) agency procedures."

2. **CANCELLATION.** AC 135-12, Passenger Information, FAR Part 135: Passenger Safety Information Briefing and Briefing Cards, dated October 9, 1984, is canceled.

3. **RELATED READING MATERIAL.** FAR Sections 91.107, 135.117, 135.119, 135.121, 135.123, 135.127, 135.177; SFAR 41; Title 14 Code of Federal Regulations, Part 252; and Airworthiness Directive 74-08-09.

4. **BACKGROUND.** An alert, knowledgeable person has a much better chance of surviving any life- or injury-threatening situation which could occur during passenger-carrying operations in civil aviation. Therefore, the FAA requires a passenger information system for U.S. air carriers which includes oral briefings and briefing cards. It would be desirable to have every airline passenger highly motivated; however, motivating people, even when their own personal safety is involved, is not easy. One way to increase passenger motivation is to make the safety information briefings as interesting and attractive as possible. This AC encourages individual operators to be innovative in their approach to imparting such information.

### **5. DISCUSSION.**

a.. **Oral Briefings.** The pretakeoff oral briefing must be given so that passengers can clearly hear it. Crewmembers giving these briefings should speak slowly and distinctly. When more than one crewmember is used to give the briefings and demonstrations, every effort should be made to ensure that those persons are evenly distributed throughout the passenger compartments and are located in the vicinity of floor level exits. Crewmembers giving the demonstrations should coordinate them with the applicable information given in the oral briefing, be animated, and make eye contact with as many passengers as possible.

The pretakeoff oral briefing may be given by video means. This method of passenger briefing should be considered when the aircraft is equipped with the necessary video and sound equipment. The advantage of a video tape presentation is the assurance that a complete briefing is given, that the diction is good, and that an overall high quality of briefing is maintained. A video tape presentation also lends itself very well to a multilingual presentation when it is necessary and can include "signing" for the deaf. Airlines using video presentations should have a procedure to ensure that screens used during these presentations, which extend into the aisles, are properly stowed prior to taxi, takeoff, and landing.

(1) Pretakeoff. Before each takeoff, the pilot in command must ensure that all passengers are orally briefed on each of the following:

(i) Compliance with Signs and Placards. The briefing must include a statement that the FAR require passenger compliance with the lighted passenger information signs (if such signs are required) and posted placards (FAR Section 135.117(a)(1)).

(ii) Smoking. Each passenger must be briefed on when, where, and under what conditions smoking is prohibited (FAR Section 135.117(a)(1)). This should include a statement advising passengers that smoking is not permitted on the ground, anytime the smoking sign is illuminated or, if applicable, when a flight is designated as a nonsmoking flight. The briefing must also state that smoking is prohibited in the lavatories (if installed). Furthermore, the briefing must include a statement that Federal law prohibits tampering with, destroying, or disabling smoke detectors in the lavatories (FAR Section 135.117(a)(1)).

Seatbelts. Crewmembers must brief passengers on the use of seatbelts (FAR Section 135.117(a)(2)) and should advise them that seatbelts should be worn low and tight. Passengers should also be informed that their seatbelts should be fastened anytime the seatbelt sign is illuminated.

Seat Backs. Passengers must be told that the seat backs should be upright for takeoff and landing (FAR Section 135.117(a)(2)).

(v) Exits. Crewmembers must brief passengers on the location of emergency exits (FAR Section 135.117(a)(4)). Crewmembers should point to these exits.

(vi) Fire Extinguishers. Passengers must be briefed on the location and use of the fire extinguishers (FAR Section 135.117(a)(8)). This should include information regarding the removal of the fire extinguisher from its holder."

(vii) Survival Equipment. Passengers must be briefed on the location of survival equipment (FAR Section 135.117(a)(5))."

(viii) Flotation Equipment. If the aircraft is equipped with flotation equipment, crewmembers should brief the passengers on the type, location, and use of flotation cushions or life preservers. This briefing should include the type of equipment available and the method of use in the water, such as putting the arms through the straps and resting the torso on the cushion.”

(ix) Passengers Needing Assistance. Crewmembers must individually brief a passenger who may need assistance in moving expeditiously to an exit (FAR Section 135.117(b)). If the person is accompanied by an attendant, the attendant must also be briefed (FAR 135.117(b)). The briefing should include information about the most appropriate route to an exit and the most appropriate time to start moving toward that exit. There should also be an inquiry about the most appropriate manner of assisting the person.

(x) Oxygen Equipment. If the flight involves operation above 12,000 feet mean sea level, passengers must be briefed before takeoff on both normal and emergency use of oxygen (FAR Section 135.117(a)(7)). This should include instructions about locating, donning, and adjusting the equipment; prohibition against smoking; and any action which might be necessary to start the flow of oxygen. Passengers should also be informed that they should don their own oxygen mask before assisting children with their masks. In addition, the announcement should include the information that oxygen mask reservoir bags will not fully inflate although sufficient oxygen is flowing into the bag.

(xi) Floor Proximity Emergency Lighting for Aircraft with 20 or More Passenger Seats. Crewmembers should inform passengers that emergency lights are located on or near the floor of the aircraft.

(xii) Extended Overwater Operations. If the flight involves extended overwater operations, crewmembers must brief passengers before the overwater portion of the flight begins on the use of required flotation equipment (FAR Section 135.117(a)(6)). This briefing must be given before takeoff if the flight proceeds directly over water. It should include:

(A) Exits. Crewmembers should instruct passengers on the most appropriate exits for their use. In determining the most appropriate exits, consideration should be given to the passenger load, the capacity of each slide/raft or liferaft, and those exits which have been designated for use in water landings and raft launchings.

(B) Flotation Cushions. Crewmembers should brief passengers on the location, removal, and use of flotation cushions. This should include the method of use in the water such as putting the arms through the straps and resting the torso on the top of the cushion.

(C) Life Preservers. Crewmembers should point out the stowage locations and demonstrate their removal from stowage, extraction from pouches, donning,

and their use, including manual and oral inflation methods, instructions on when the equipment should be inflated, and manual operation of survivor locator lights and accessories.

(D) Liferafts and Slide/Rafts. Crewmembers should instruct passengers on liferaft and slide/raft retrieval from stowage, preparation for use, inflation methods, launching locations, and means of securing to the aircraft.

(xiii) Supplemental Information. Passengers should be briefed regarding passenger briefing cards and additional safety actions (FAR Section 135.117(e)). Passengers should be told that the briefing cards contain additional safety information which they should read. They should also be instructed regarding the location of the cards. The briefing should also contain instructions regarding passenger compliance with the following pretakeoff requirements: proper stowage of each passenger's carry-on baggage; securing each passenger's food and beverage tray in its stowed position; and collection of any food, beverage, or tableware.

(2) Posttakeoff.

(i) Seatbelts. Immediately before or after the "seatbelt" sign is turned off, an announcement should be made that passengers should keep their seatbelts fastened while seated even if the "seatbelt" sign is turned off.

(ii) Information Signs. A crewmember should remind passengers to be seated anytime the "seatbelt" sign is illuminated; this is especially true when passengers are not seated with their seatbelts fastened.

(3) Prelanding. The minimum prelanding briefing information should include the following: seatbelts must be securely fastened (FAR Section 91.14(a)(3)), smoking materials should be extinguished, seat backs should be in the full upright position, tray tables should be secured in their stowed position, food, beverages, or tableware should be picked up, and carry-on baggage should be properly stowed for landing

(4) Postlanding. The minimum postlanding briefing should advise passengers to remain seated with seatbelts fastened until the "seatbelt" sign has been turned off (if the airplane is equipped with a "seatbelt" sign). This announcement should be accompanied by an explanation that this is for their own safety and the safety of those seated around them.

(5) Crewmember Procedures. Each oral briefing provided by a carrier for its passengers should be explained and described in the appropriate part of its operations manual. The manual should also contain a description of crewmember tasks and coordination procedures to ensure passenger compliance with information signs and crewmember safety instructions. This description should include the stipulation that flight attendants should notify the pilot in command anytime a passenger is not complying with

safety instructions. Flight attendants should not be assigned or perform nonsafety-related duties during the safety briefings if those duties could obstruct the view of the passengers or distract them from listening.

b. Passenger Safety Briefing Cards. Oral briefings must be supplemented with printed cards (FAR Section 135.117(e)) which must pertain only to that make and model of aircraft and be consistent with the airline's procedures. In addition, when airplane equipment is substantially different, even within the same model if airplane, depictions on these cards would be more easily understood if airplane equipment differences were presented on a separate card. Merely labeling exits or other equipment with the pertinent aircraft type, model, or configuration does not provide enough information to the average passenger and may be confusing. Cards must also show methods of operating the emergency exits and other instructions necessary for the use of emergency equipment.

(1) Design and Location. The passenger safety briefing card should be designed and located so that the seated passenger will be able to see and have access to the card when it is placed in its normal location aboard the aircraft. The method used to depict equipment and actions can be pictures of people, diagrams, drawings, words, or combinations of these. The use of international symbols is encouraged. All depictions should be easy to understand and not complex. Cards should also be interesting and attractive so passengers will want to read them. For example, a multicolored card which has pictures and drawings will be picked up and read more often than a black and white printed card.

(2) Extraneous Information. Passenger safety briefing cards should contain only information that is essential to safety. For example, advertising, schedules, or promotional information is not safety related and should not be on the cards.

(3) Content. Safety briefing cards that provide information to passengers should include:

(i) Passenger Compliance with Safety Information. The instructions on the cards should advise passengers that they must comply with safety instructions including signs, placards, and instructions of crewmembers. The importance of complying with the "seatbelt" sign should be emphasized.

(ii) Smoking. The cards should inform passengers that smoking is prohibited in the lavatories or other designated nonsmoking areas, during takeoff and landing, anytime the "no smoking" sign is illuminated, and when in the immediate vicinity of passenger oxygen use (FAR Section 135.91(b)).

(iii) Seatbelts. The cards should have instructions for fastening, tightening, and unfastening seatbelts.

(iv) Seat Backs. The cards should contain information that seat backs must be upright for takeoff and landing (FAR Section 135.117(a)(3)).

(v) Exit Locations. The cards should give the location of every available exit in the cabin. The cards should encourage passengers to familiarize themselves with the location of exits other than the one they entered.

(vi) Exit Operations. The cards must contain diagrams depicting the opening of each exit type, and any manual operations necessary to successfully complete an evacuation such as manual inflation of the evacuation slide or the recommended placement of the hatch on the seat or outside the aircraft. Past experience has indicated that confusion is sometimes created by a diagram or picture that demonstrates operation of an exit peculiar to only one side of the aircraft. If, for instance, all emergency door handles rotate toward the rear of the aircraft, this should be explained on the cards. The cards should inform passengers not to bring carry-on baggage to the exit.

(vii) Evacuation Slide Use. The cards should contain instructions for passengers to jump outward in the seated position with legs extended, and not to sit (e.g., at the door sill) when entering the evacuation slide.

(viii) Overwing Exit Use. The cards should contain instructions illustrating the proper method of egressing through an overwing exit. The cards should also direct passenger movement on any ramp that leads from an exit, and give direction and route of escape after leaving an overwing exit.

(ix) Floor Proximity Emergency Lighting for Airplanes with 20 or More Seats. The cards should inform passengers that emergency lights are located on or in the vicinity of the floor.

(x) Brace Position. The cards should contain information about protective brace positions to be assumed by passengers, including children, in all seat orientations (i.e., forward-, aft-, and side-facing) and all seat spacings for that aircraft.

(xi) Oxygen Masks. The cards should contain instructions on the location, donning, and means for adjusting oxygen masks; any further actions needed to start the flow of oxygen; and instructions to passengers to don their own oxygen mask before assisting children with their masks.

(xii) Fire Extinguishers. The cards should depict the location of each available fire extinguisher, show how to remove it from the holder, and give a description of its proper operation.

(xiii) Survival Equipment. The cards should provide information about the location of survival equipment.

Individual Flotation Devices. The cards should depict the stowage location and contain instructions concerning removal of the devices from their stowage locations, extraction from stowage pouches or packages, manual and oral inflation backup systems, use in the water, and the manual operation of survivor locator lights and accessories, as appropriate.

(xv) Extended Overwater Operations. When life rafts are required to be carried in extended overwater operations, the cards should depict life raft and slide/raft stowage, launching, and securing locations. The cards also should contain instructions concerning preparation for use inflation methods, and means for securing rafts to the aircraft.

(xvi) Supplemental Information. The cards may contain supplemental instructions. For example, for takeoff and landing, carry-on baggage and tray tables must be properly stowed, galley service items must be collected from passengers and stowed, and seat backs must be placed in their fully up right position.

/s/ David R. Harrington  
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